



## *AMENDMENT TO ANNOUNCEMENT*

### **CASEWORKER**

Promotional Exam NO. 31-222

*This announcement is hereby amended as follows:* additional DUTIES:

may review cases for falsification and investigates to determine if there is overpayment of funds; may conduct field investigations as required and may assist in establishing accounts and arrangement of repayment schedules.

*In all other respects the announcement is unchanged.*

**ISSUED: May 29, 2012**



# ERIE COUNTY PROMOTIONAL EXAM

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

A NON-REFUNDABLE **\$15.00** PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)

## Caseworker

NO. 31-222

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

**\$30,586- \$39,291**

### \*\*\*IMPORTANT CANDIDATE NOTICE\*\*\*

Candidates who will take a Caseworker examination after July 1, 2012 (and before July 21, 2012) must submit a statement with the application clearly indicating where and when the examination will be taken.  
(Please see page 2 for further information.)

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES. At present there are five present and seven anticipated vacancies in the Erie County Department of Social Services. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

**QUALIFYING EXPERIENCE FOR TAKING THE TEST:** Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceeding the date of the written test in Job Group I to VI and in addition must meet the following requirements on or before that date of the written test:

Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree. Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

**NOTES:** Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

### SPECIAL REQUIREMENTS:

Eligibility for a New York State driver license at the time of application. Possession of the license and use of a private automobile required at time of appointment.

Section 424-a of the Social Services Law requires the local social services district to inquire whether the applicant is the subject of an indicated child abuse or maltreatment report on file with the State Central Register of Child Abuse and Maltreatment.

All potential employees for this position will be requested to sign the necessary clearance form prior to being advised that they will be hired. Refusal to sign will be cause for an automatic non-selection.

Notice to Candidates: Transcripts will now be accepted by the Department of Personnel ONLY at time of application.  
All subsequent transcripts must be submitted at time of interview.

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

**NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE  
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.**

EXAMINATION DATE

**JULY 21, 2012**

SEE  
REVERSE  
SIDE

APPLICATIONS MUST BE  
POSTMARKED BY

**JUNE 20, 2012**

**DUTIES:** A *Caseworker* performs social case work in connection with such social services as child and family welfare and protective services for adults; or health department clinical and home-based programs. If assigned to Social Services: interviews applicants and referrals for child care, foster care, adoption, adult services, preventive services, in-home health care, nursing home or other services of the department and makes field investigations to verify intake information and to ascertain needs; prepares case assessments for review by supervisor, including recommendations as to services required to attain defined goals; assesses risk/safety of children; recommends referrals to other agencies; makes plans for services and assistance to meet individual problems of the cases assigned and after approval, puts plans into effect; makes collateral contacts with other interested agencies and/or individuals to gather information coordinate services and guard against duplication of services; reviews assigned cases periodically to determine changes affecting client circumstances and need for service, including follow-up field investigations; gives advice and counsel to applicants and clients to assist in solving personal, family, domestic and financial problems; determines categorical edibility to assure appropriate Federal reimbursement for services provided; utilizes information supplied by supportive services such as Resource Division and Home Economist's Office, as applied to specific units of assigned caseload; dictates case records, composes letters and reports as required; maintains case records on computer system; locates, studies and reports on family or foster homes and adoptive homes; investigates and makes recommendations on boarding homes regarding certification; investigates through inspection and interviews, as to whether child's needs can best be met in natural home, foster home or institution; plans with parents and relatives for care of children and re-establishment of the home, and promotes permanency planning for children, including adoption services; attends in-service training programs and meetings; investigates, through assessment and interviews as to whether client's needs can best be met in client's home or institution; plans with client and client's relatives for care of client and promotes optimum support from relatives and other interested parties; assists in locating appropriate placement of clients deemed in need of protective environment; makes court appearance as required; inputs and retrieves information on computer systems relevant program assignment; convenes and/or participates in case conferences; manages client financial affairs in some adult service cases; transports children; prepares Family Court reports and related court work.

**SUBJECTS OF EXAMINATION:** The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **ESTABLISHING & MAINTAINING EFFECTIVE HELPING RELATIONSHIPS IN A SOCIAL CASEWORK SETTING** – These questions test for an understanding of the factors contributing to the development and maintenance of positive and productive client-worker relationships. You will be provided with descriptions of specific client-worker interactions and asked to select the appropriate responses. The questions cover such topics as confidentiality, time management, professional ethics and referral techniques.
2. **INTERVIEWING:** These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
3. **PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

The New York State Department of Civil Service is making a copy of *A Guide to the Written Test for the Caseworker Series* available on its web site at [www.cs.state.ny.us/testing/localtestguides.cfm](http://www.cs.state.ny.us/testing/localtestguides.cfm). In addition, a copy of this test guide can also be obtained at our local civil service office. You may obtain a copy by sending a stamped, self-addressed envelope (size required to accommodate the guide – manila 10" x 13") to the Erie County Personnel Department, 95 Franklin Street, Buffalo, NY 14202 or by picking one up in person at Room 604.

**NOTICE TO CANDIDATES:** Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

Candidates who file for Caseworker examinations with more than one civil service agency will be required to use the score received in this examination subject to the following terms and conditions:

1. A candidate is permitted to take a Caseworker examination prepared by the New York State Department of Civil Service only once during each of the following defined periods:
  - ❖ **January 1 – June 30**
  - ❖ **July 1 – December 31**
2. A candidate who applies and is approved for more than one Caseworker examination during the same six-month period (January 1 – June 30 or July 1 – December 31) is required to use the score resulting from a single test administration for all examinations held during the same six-month period.
3. The candidate must inform the civil service agency if he/she has previously taken a Caseworker examination in any other civil service agency and provide the location and date the examination was taken.
4. A candidate must pay application fees for each examination requiring such fees.
5. A candidate's placement on resultant eligible list(s) and duration of eligibility for appointment will be determined by the civil service agency conducting the examination(s).

(Continued next page.)

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)**  
**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

**INFORMATION FOR PROMOTION CANDIDATES**

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

**RATINGS REQUIRED:** Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

Less than 1 year.....0 points  
1 year up to 6 years.....1 point  
Over 6 years up to 11 years.....2 points  
Over 11 years up to 16 years.....3 points  
Over 16 years up to 21 years.....4 points  
Over 21 years.....5 points

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE.** If you have applied for any other Civil Service exams being held on the same date for employment with New York State or any other local government jurisdiction, please complete and submit a **CROSS-FILER Form** with your Erie Co. application.

If you have applied for both State and local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations

If you have applied for other local government examinations, call or write to each civil service agency to confirm arrangements no later than **two weeks** before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examinations. For this exam call (716) 858-8484 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**ELIGIBILITY FOR EXAMINATION:** You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

**NOTICE:** Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

**\*\*IMPORTANT APPLICATION FEE –  
READ CAREFULLY\*\***

A \$15 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

**THIS EXAMINATION IS BEING PREPARED AND RATED IN ACCORDANCE WITH SECTION 23(2) OF THE CIVIL SERVICE LAW.** The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.